

## BROADBAND ADOPTION METRICS

As of September 30, 2013

Metrics to be reported semi-annually to the FCC:	Preceding 6-month Period April 1, 2013 – September 30, 2013	Cumulative October 1, 2011 – September 30, 2013
<ul style="list-style-type: none"> <li>▪ Total qualifying customers who purchased broadband under discount program, by speed tier</li> </ul>	11,613	40,584
<ul style="list-style-type: none"> <li>▪ Qualifying customers who purchased up to and including 1.5M</li> </ul>	5,088	21,004
<ul style="list-style-type: none"> <li>▪ Qualifying customers who purchased up to and including 5M</li> </ul>	1,556	5,106
<ul style="list-style-type: none"> <li>▪ Qualifying customers who purchased speeds higher than 5M</li> </ul>	4,969	14,474
<ul style="list-style-type: none"> <li>▪ Qualifying customers who purchased computers under discount program</li> </ul>	584	2,210
<ul style="list-style-type: none"> <li>▪ Number of training programs and demonstrations held</li> </ul>	43	123
<ul style="list-style-type: none"> <li>▪ Number of people attending training programs and demonstrations</li> </ul>	933	2,641
<ul style="list-style-type: none"> <li>▪ Number of training DVDs and CDs shipped</li> </ul>	Not applicable/ CDs and DVDs were not used	Not applicable
<ul style="list-style-type: none"> <li>▪ Number of enrolled customers who continue to subscribe to CenturyLink broadband service following expiration of their participation in the Adoption Program</li> </ul>	6,001 (of 14,637)	6,001 (of 14,637)
<ul style="list-style-type: none"> <li>▪ Total broadband adoption in the combined territory (residential)</li> </ul>	22.8%	22.8%
<ul style="list-style-type: none"> <li>▪ Total cost to the company of the Adoption Program</li> </ul>	\$1,795,797	\$4,794,889
<ul style="list-style-type: none"> <li>▪ Number of qualifying customers who discontinued CTL or Q broadband service</li> </ul>	6,358	13,161